



DEPARTMENT OF MENTAL HEALTH POLICY/PROCEDURE

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APPROVED BY: Original signed by: ROBERTO QUORIZ Director	SUPERSEDES 205.1 9/21/88	ORIGINAL ISSUE DATE 1/10/80	DISTRIBUTION LEVEL(S) 1,3

PURPOSE

- 1.1 To assure an appropriate level of the quality of services within the County's Short-Doyle mental health system and to comply with various legislative mandates and State laws, rules, and regulations.

DEFINITIONS

- 2.1 Quality Assurance (QA) includes not only the State-mandated quality assurance programs, which are addressed in the Department's QA Plan, but also all other programs and issues which impact the quality of care.
- 2.2 The Department QA Plan is a document written by the Department and submitted to the State for approval which, at a minimum, covers an overall description of the Department's QA program and the rules, procedures, and forms for the mandated QA programs of interdisciplinary peer review, medication monitoring, and utilization review for Short-Doyle/MediCal patients.

POLICY

3.1 Management Responsibilities

- 3.1.1 The Director of the Department is responsible for QA, as defined above.
- 3.1.2 Deputy Directors with direct program responsibility must ensure compliance with all Department QA practices. This includes, but is not limited to, compliance with all mandated QA programs and all Department policies and procedures which impact the quality of care. This requires the identification of management staff (District Chief/Program Head) responsible for implementing and ensuring compliance with programs which impact the quality of care.

3.2 Quality Assurance Plan

- 3.2.1 The Department's Quality Assurance Coordinator is responsible for developing and revising, as necessary, the Department's QA Plan.



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- 3.2.2 Each provider shall maintain, at a minimum, one copy of each of its reporting unit's quality assurance plan and all current State Quality Assurance letters.
- 3.2.3 All clinic and outpatient hospital services, County and contract operated, must use the Department's QA Plan. Inpatient programs shall develop their own quality assurance plan which must comply with relevant State DMH letters.
- 3.2.4 Deputy Directors with program responsibility must ensure program compliance with the QA Plan.
- 3.2.5 Program management staff, as designated by their Deputy Director, are responsible for implementing and maintaining all QA programs in the QA Plan, including revision of procedures as necessary.

AUTHORITY

Welfare and Institutions Code, Division 5, Section 5608; Division 4, Sections 5724 and 5651
State DMH letters 88-09, 88-14, 88-17